

## Arizona Department of Health Services (ADHS) 2014 Aging 2020 Update By Goal

### Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

#### Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
c.	Continue to implement Web-based strategies for collecting and providing licensing and vital records information.	ADHS	Government Information Technology Agency	On-going	Work continues towards making e-licensing available for providers. Accomplished the roll out of e-licensing for Assisted Living Licensees by the end of summer 2010. Other licensing programs will follow. AZCARECHECK continues to be updated and has proven to be a valuable information source for the public. Vital Records has expanded its availability by having a vital records office in every county in Arizona this year. It also has instituted electronic death certificates in every funeral home and Medical Examiners offices in Arizona.

#### Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Collaborate with other agencies to coordinate transportation resources to effectively meet the needs of older adults.	ADOT	DES, AHCCCS, ADHS, Pinal/Gila Council on Aging, Community Agencies in Pinal County, Maricopa Association of Governments	On-going	No activity at this time.

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### Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

**Objective 2.1:** Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
b.	Increase the cultural and linguistic competency of aging services provided statewide.  Publish Aging in Arizona and Healthy Aging Plan.	DES, ADHS Arizona Healthy Aging (A-HA) program	ADHS Bureau of Public Health (Div. of Public Health Preparedness) Statistics, A- HA Statewide Steering Council	Completed	The Aging in Arizona was published in 2014. The 2014-2018 Healthy Aging Plan was published in 2014 and will be periodically updated. These reports are made available to the public at: <a href="http://azdhs.gov/phs/healthy-aging/reports.htm">http://azdhs.gov/phs/healthy-aging/reports.htm</a>

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### Objective 2.3: Educate businesses, providers, and other private entities about the value and needs of senior Arizonans.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
h.	Identify the needs of older Arizonans in relation to resources available to meet their nutritional needs.	ADHS	Bureau of Nutrition and Physical Activity  St. Mary's Food Bank  Hunger Advocates	September 2014	The Bureau of Nutrition and Physical Activity (BNPA) provided information to St. Mary's Food Bank regarding the number of seniors living below 130% of the federal poverty level. These seniors are eligible to receive food boxes from the Commodity Supplemental Food Program if a caseload increase is provided by USDA. St. Mary's Food Bank planned to share this information with USDA Under Secretary Kevin Concannon during his visit to the food bank.

### Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

### Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Facilitate coordination of health promotion and disease prevention programs statewide.  Create Arizona Healthy Aging Office within ADHS Bureau of Tobacco and Chronic Disease. In 2012, the Arizona-Healthy Aging (A-HA) initiative was created to make healthy aging a priority in Arizona through strategic planning, resource	DES, ADHS	Governor's Advisory Council on Aging, Area Agencies on Aging, Arizona Living Well Institute	June 2012/Ongoing	Convened an ADHS Healthy Aging workgroup comprised of key program areas. Branded the Arizona Healthy Aging (A-HA). Revamped the A-HA website and updated the information for older adult consumers. Established the Statewide Advisory Board (SwAB) to guide the development of the A-HA initiative, and create the 2014 to 2018 Arizona Healthy Aging Plan. The SwAB was comprised of a diverse range of healthcare providers, educators, community leaders, public health and governmental representatives, older

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	leveraging and cross-cutting collaborations that address the health needs and disparities for older Arizonans.				<p>adult stakeholders and subject-matter experts.</p> <p>Through collaboration and guidance of the SwAB, three major areas of concentration were identified as priority areas in helping Arizonans live both longer AND better:</p> <ul style="list-style-type: none"> <li>• Increase awareness of the impact of Alzheimer's Disease;</li> <li>• Reduce the impact of falls-related injuries; and</li> </ul> <p>Increase the capacity of older adults to manage their chronic disease conditions.</p>
c.	Expand efforts to educate individuals about life care planning options and end-of-life options.	ADHS, DES	Caring Choices Coalition, Az Links Consortium,	2009 - On-going	The Arizona Attorney General's Task Force Against Senior Abuse (TASA) Health Care Committee is collaborating with the Secretary of State's Office and other partners on Life Care Planning (End-of-life-care), including Advance Directives.
d.	<p>Conduct prevention efforts aimed at older adults at risk of depression or suicide.</p> <p>Conduct behavioral health screenings in the acute care setting.</p>	ADHS	Department of Behavioral Health Services System of Care, Bureau of Women's and Children's Health	On-going	12/2014 DBHS Update: Conduct behavioral health screenings in the acute care setting; dissemination of health care parity to medical providers and depression screening reimbursement from Medicare. <i>Expansion of self-management programs for chronic diseases.</i> (Italics is not a DBHS update)

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e.	Expand participation in self-management programs for chronic diseases. And ASHLine referrals.	ADHS - A-HA, Chronic Disease, DES/DAAS	Bureau of Tobacco and Chronic Disease, HSD, HealthCheck Programs		Expand participation in self-management programs for chronic diseases and ASHLine referrals.
f.	Facilitate coordination of immunization efforts among older adults. As defined by the CDC.	ADHS, EDC	The Arizona Partnership for Immunizations, Arizona Immunization Program Office, and local health departments	Ongoing	Facilitate coordination of immunization efforts among older adults as defined by the CDC
g.	Promote access to screening to detect chronic diseases.	ADHS, Chronic Disease	Comprehensive Cancer Coalition, HSD HealthCheck Programs	On-going	
h.	Initiate and coordinate a statewide fall prevention campaign.	ADHS	DES, Area Agencies on Aging, Local Health Department, Gov. Council on Health Status of Women, Injury Prevention	Ongoing	The AZ Fall Prevention Coalition continues to recruit statewide stakeholders and meets regularly. Member participation has expanded to include regional council(s). The Arizona Attorney General's Task Force Against Senior Abuse Health Care Committee created a subcommittee to address ongoing concerns regarding lift assist requests called into the local Fire Departments. The Root Cause Analysis (RCA) results will be

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			Advisory Council, AZ Fall Prevention Coalition, Inter-institutional partners		shared with AZ Falls Prevention Coalition.  In 2014, two InfoGraphics were created on Falls and Falls related Traumatic Brain Injury (TBI).  In coordination with ADHS OIP the 2013 Falls fact sheet was developed and posted on the A-HA website at: <a href="http://azdhs.gov/phs/healthy-aging/reports.htm">http://azdhs.gov/phs/healthy-aging/reports.htm</a>
n.	Provide education to increase awareness, early detection, and prevention of infectious and communicable diseases including vaccine-preventable diseases, foodborne diseases, vector-borne diseases, valley fever, healthcare associated infections (HAI), STDs, and TB.	ADHS	EDC (Office of Infectious Disease Services, Office of Disease Integration and Services), TAPI, HAI Advisory Committee, Valley Fever Center for Excellence, local health departments	Ongoing	Already been engaged in these activities.
o.	Provide training and evidence-based guidelines to healthcare providers across the continuum of care on how to identify and prevent healthcare-associated infections.	ADHS	HAI Advisory Committee and subcommittees, Arizona Hospital and Healthcare	Ongoing	This is a new initiative - already engaged in these activities.

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			Association, Arizona Healthcare Association, Health Services Advisory Group, Association for Professionals in Infection Control and Epidemiology (APIC)		
p.	Promote heat illness prevention resources for older adults.	ADHS (EDC Office of Environmental Health)	Statewide Heat Preparedness Working Group, Arizona Healthy Aging, Local Health Departments	Ongoing	OEH facilitates the Statewide Heat Preparedness Workgroup to identify, network and partner with available resources throughout the state. The working group meets quarterly. OEH developed a Heat Safety Toolkit for older adults and published the resource on the web. Toolkit was shared with AZ Area Agencies on Aging.

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<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
q.	Provide nutrition resources and education to low-income seniors.	ADHS	Bureau of Nutrition and Physical Activity  County Health Departments  Food Banks	Arizona Seniors Farmers' Market Nutrition Program (AzFMNP) Federal Fiscal Year (FFY) 2014 (April 1, 2014 to September 30, 2014)  Commodity Supplemental Food Program (CSFP) FFY 2014 (October 1, 2013 to September 30, 2014)	<p>In FFY 2014, BNPA served 4,958 seniors through AzFMNP. Services were provided in Cochise, Coconino, Gila, Maricopa, Pima, Santa Cruz and Yavapai counties. The dollar value of the fruits and vegetables provided to seniors was \$148,740.</p> <p>BNPA also provided food boxes to 12,390 low-income seniors (income less than 130% of Federal Poverty Level) each month through the Commodity Supplemental Food Program (CSFP). Food boxes were distributed in all counties except for Apache, Graham, Greenlee, and Navajo counties. Food box value estimated to be about \$50.00 per month. A request was made to the United States Department of Agriculture (USDA) for an increase in caseload to expand into Apache and Navajo counties.</p>



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### Objective 3.3: Support aging services and programs that promote independence and self determination of choices for older adults

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
d.	Provide direct education about healthy eating and active living tailored to improve the dietary and physical activity behaviors of older adults.	ADHS	Bureau of Nutrition and Physical Activity	Ongoing	In Federal Fiscal Year (FFY) 2014, BNPA, through the Arizona Nutrition Network, provided direct nutrition education to 28,340 adults who were 60 years of age or older. These low income older adults were participants or eligible to participate in the Supplemental Nutrition Assistance Program.

### Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

### Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.

a.	Identify additional opportunities to expand home and community based services (e.g. consumer-directed care, transitional living assistance).  Expand and enhance Home and Community Based Services. Healthy Brain Initiative- raises awareness of Alzheimer's and Dementia among diverse communities in Arizona, including urban, rural, tribal and border communities. Provides information	AHCCCS, DES  ADHS	Alzheimer's Association-Desert Southwest Chapter	2014-2015	ADHS is collaborating with the Alzheimer's Association Desert Southwest Chapter in the Healthy Brain Initiative. Community Health Workers (CHWs) at an urban, tribal clinic will receive training from the Desert Southwest Chapter on how to provide support to patients and family members while providing community resource information.
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	about how to refer patients and/or family members to Desert Southwest Chapter's help line. Work with clinicians and non-clinicians to develop a process to treat and provide follow up for patients and families to ensure they return for appointment, obtain medication, etc.				
b.	Facilitate and support caregiver education and ongoing access to useful caregiver resources.	AHCCCS, DES  ADHS, HSD, HDC	ACHC	Ongoing	By providing Culturally and Linguistically Appropriate Services (CLAS) Standards training (online or face to face) to HCPs working with older adults.

### Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Cooperate with state medical schools to support professional training programs that produce gerontological specialists and fill gaps in medical service availability.  Increase use of team based care in health systems. Team based care including: physician, nurse, pharmacist, community health worker, behavioral health practitioner, etc.	AHCCCS  ADHS	University of Arizona Prevention Research Center	2012-2017	ADHS has a standing Intergovernmental Agreement with Maricopa County Department of Public Health through which a Request for Proposals was granted to Native Health Community Health Center in Phoenix, Arizona. This funding supported the integration of 2 Community Health Workers into the clinic. This is an example of integrating and developing the Community Health Worker workforce.

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c.	Provide leadership to statewide workforce development efforts.  Work with local long term care, in-home service providers, and other existing groups to provide training and assistance to caregivers.	ADHS, DES, AHCCCS, Department of Licensing Services (DLS)	Direct Care Workers Committee, Area Agencies on Aging, Arizona Health Care Association, Leading Age	On-going	See DES 2014 response.
d.	Provide ongoing training to behavioral health providers on identifying and addressing the behavioral health needs of older adults (collaboration between Licensing and Behavioral Health divisions).	ADHS	AHCCCS, DES, Area Agencies on Aging, Tribal and Regional Behavioral Health Authority (T/RBHA), older adult program coordinators	On-going	12/2014 DBHS Update: DBHS will participate in creating a strategic plan around behavioral health challenges facing older adults. Through this partnership strategies will be developed to address this target population.
k.	Work with policy makers, educators, healthcare providers and consumers to develop and advocate for policies, programs and other mechanisms that increase the professional status, quality and number of direct care workers.	GACA  ADHS	Arizona Community Health Outreach Workers Network	2012-2017	ADHS collaborates with the Arizona Community Health Outreach Workers Network to plan an annual statewide conference for Community Health Workers to receive information including how to meet the growing care needs of the aging population in Arizona. For example, 2014 Conference collaboration was made with Desert Southwest Chapter of the Alzheimer's Association, which hosted one of the highest attended training/information sessions for CHWs.

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<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
	Community Health Worker Training / Conference.				

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### Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
b.	<p>Increase the retention rate of older employees.</p> <p>Develop a Community Health Worker (CHW) strategy to assist in the implementation of strategies to promote linkages between health systems and community resources.</p>	DES, ADHS	University of Arizona Prevention Research Center	2012-2017	Promoting the Community Health Worker workforce within our state in order to strengthen the sustainability of this profession within health care systems. Addressing areas of sustainability, certification and workforce development.

### Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

### Objective 6.2: Develop programs and approaches to close the gaps in the state's current aging services infrastructure and delivery system.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
b.	<p>Provide resources and administrative support for the expansion of the medical campus in downtown Phoenix and its programs.</p> <p>By providing, as needed, language access service (LAS) resources to stakeholders working with older</p>	ABOR  ADHS, HDC	ACHC	Ongoing	

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<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
	adults.				

### Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business and service infrastructure necessary to meet the needs of seniors.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
c.	Expand health promotion/education opportunities by bringing public health and aging networks together.	ADHS, DES	ADHS, Area Agencies on Aging, LHD, community agencies	On-going	See DES 2014 response.

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### Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

#### Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Provide effective oversight of community-based facilities and the care providers who work in them.	ADHS		On-going	
f.	Integrate health promotion and disease prevention strategies into the facility licensing process.	ADHS		Pending	
g.	Train behavioral health and licensed facility providers on how to better address the health needs of older adults.	ADHS	Health Services Advisory Group, Health Care Association, Arizona Hospital and Healthcare Association, Centers for Medicare and Medicaid Services (CMS)	On-going	12/2014 DBHS Update: DBHS will participate in creating a strategic plan around behavioral health challenges facing older adults. Through this partnership strategies will be developed to address this target population.

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h.	Implement legislation on medical techs in long-term care facilities.	ADHS	Lead-Az Board of Nursing		
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#### Objective 7.2: Establish regulations and policies to promote quality of care in all settings.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Regulate and enforce assisted living training programs.	ADHS		On-going	Legislation passed in 2004 now enables this.
b.	Develop rules for feeding assistants program for long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 10/1/2013.
c.	Change long-term care rules to reflect the increased acuity in long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 10/1/2013. In addition to rule changes, the Division of Licensing Services is working with AHCCCS to improve staffing for acuity at nursing facilities by reviewing licensing data to identify areas for improvement and to make contractual changes to AHCCCS providers.
d.	<p>Increase regulation and oversight of assisted living facilities, emphasizing increased training requirements for behavioral health issues, quality of life, safety, nutrition and physical activity.</p> <p>New rules that took effect July 1, 2013 will allow for behavioral health services to be provided at assisted living and long-term care facilities. New requirements for training and quality assessments within the facilities are being proposed with the new</p>	ADHS		On-going	Bureau of Public Health Statistics continues to produce the annual state report on Vital Statistics, which includes information about deaths from chronic diseases. Also, Bureau manages the Arizona BRFS which covers various risk factors; this BRFS report also is published yearly.



## Arizona Department of Health Services (ADHS) 2014 Aging 2020 Update By Goal

### Goal 7: Promote quality of care in all aging services.

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### Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

#### Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
g.	Leverage funding to strengthen and enhance aging services in the state.  Federal and State Tobacco Tax funding has been identified to address diabetes, heart disease, chronic lower pulmonary disease, cancer, Alzheimer's and stroke in adults residing in Arizona.	DES  ADHS	Office of Chronic Disease; Local county health departments, community organizations	Ongoing	All 15 local county health departments are receiving state tobacco tax funding to implement strategies to address the four leading causes of death in Arizona.

#### Objective 8.4: Promote training and professional development of staff and managers.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Federal and State Tobacco Tax funding has been identified to promote training and professional development for the ADHS Office of Chronic Disease Staff and managers.	ADHS	CDC	Ongoing	

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<b><u>Key:</u></b>	<b><u>Participating State Agencies and Boards</u></b>
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging